

Request for Proposal (RFP)

“Developing Integrated Logistics Informatics Training Module for Logistics Sector”

Reference # LSC/RFP/05

Logistics Sector Skill Council

Proprietary & Confidential

Issued by:



Logistics Sector Skill Council

CONTENTS

- 1.0 ADMINISTRATIVE DETAILS**
- 1.1 Confidentiality**
- 1.2 Procedure**
 - 1.2.1 How to deliver the answer
 - 1.2.2 Contacts
 - 1.2.3 Critical Information
 - 1.2.4 Contents of solicitation documents
- 1.3 Schedule of Events**
- 1.4 Abbreviations**
- 1.5 Definitions**
- 2.0 GENERAL INFORMATION**
- 2.1 Introduction**
 - 2.1.1 Overview of NSDC
 - 2.1.2 Introduction about Issuer
 - 2.1.3 Purpose (What LSC is looking to achieve)
 - 2.1.4 Background and Rationale of Project
 - 2.1.5 Current Scenario
- 2.2 Objectives of the Project**
- 3.0 STATEMENT OF WORK**
- 3.1 Responsibilities of Vendor
- 3.2 Project Deliverables with Timelines
- 4.0 PROJECT METHODOLOGY**
- 4.1 Project Management and Progress Reporting
- 5.0 INSTRUCTIONS TO THE BIDDER**
- 5.1 Required Qualifications Competencies and Eligibility of the Bidder
- 5.2 Completeness of Response
- 5.3 Proposal Preparation Costs
- 5.4 Signing of Communication to the LSC
- 5.5 Pre-Bid Activities
- 5.6 Bidder inquiries and LSC's responses
- 5.7 Submission of Responses to LSC
- 5.8 Bid Submission Format
- 5.9 Venue and Deadline for submission
- 6.0 RIGHTS OF LSC**
- 6.1 Amendment of LSC Document
- 6.2 Supplemental information to the RFP
- 6.3 LSC's right to modify submission deadline
- 6.4 LSC's right to terminate the process
- 6.5 LSC Rights to accept / Reject any or all Proposals
- 6.6 Shortlisting Criteria
- 7.0 GENERAL INSTRUCTIONS FOR PROPOSAL SUBMISSION**
- 7.1 Preparation of Proposals**
 - 7.1.1 Mandatory Proposal Requirements

- 7.2 Proposal Content Guidelines
- 7.3 Proposed methodology
- 7.4 Financial Bid
- 7.5 Language of the proposal
- 7.6 Proposal currencies
- 7.7 Period of validity of proposals
- 7.8 Format, signing and submission of proposals
- 7.9 Sealing of Proposals
- 7.10 Deadline for submission of proposals
- 7.11 Late Proposals
- 7.12 Modification and withdrawal of Proposals
- 7.13 Payment Terms and Conditions
- 8.0 PROPOSAL OPENING AND EVALUATION**
- 8.1 Presentation by Bidders & opening of the Bid
- 8.2 Evaluation Process
- 8.3 Clarification of proposals
- 8.4 Evaluation and comparison of proposals
- 9.0 AWARD OF CONTRACT**
- 9.1 Criteria for award of contract
- 9.2 Purchaser's right to vary requirements at time of award
- 9.3 Service Level Agreements
 - 9.3.1 Service Level Default
 - 9.3.2 Penalty computation
- 9.4 Signing of the contract
- 9.5 Contract Finalization
- 9.6 Order of Precedence
- 10.0 Force Majeure: Other changes in Conditions**
- 10.1 Termination
- 10.2 Settlement of disputes
 - 10.2.1 Amicable Settlement
 - 10.2.2 Arbitration
- 10.3 Observance of Law
- 10.4 Authority to Modify
- 10.5 Reporting

1.0 ADMINISTRATIVE DETAILS

1.1 Confidentiality

All information included in this RFP is confidential and only for the knowledge of the recipient. No information included in this document or in discussions connected to it may be disclosed to any other party.

1.2 RFP procedure

1.2.1 How to deliver the answer

Send a response by hard copy in a sealed envelope with reference No. as mentioned on Page 1. Please refer to clause 5.7 for details. This response by hardcopy will be herein after referred to as Solicitation Document.

1.2.2 Contacts

All queries may please be addressed by mail. For questions regarding this RFP, contact

Capt. T.S. Ramanujam

Chief Executive Officer

LOGISTICS SECTOR SKILL COUNCIL

Address:- 'Temple Towers',
No. 476, Ground Floor, Nandanam,
Chennai- 600113.

E-mail ID:- ramanujam@lsc-india.com

Mobile:- +91 - 99405 92897

1.2.3 Critical Information

Bidding agencies are advised to study this RFP document carefully before submitting their proposals. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.

1.2.4 Contents of Solicitation Document

Proposals must offer services for the total requirement. Proposals offering only part of the requirement will be rejected. The Bidder is expected to examine all corresponding instructions, forms, terms and specifications contained in the Solicitation Documents. Failure to comply with these documents will be at the Bidder's risk and may affect the evaluation of the Proposal

1.3 Schedule of Events

The following table provides a schedule of events relating to this request.

Event	Not Later than
RFP issued to the Vendors / Published on the website	July 16, 2018
Email/postal confirmation of Vendor Intention or Regret to participate	July 20, 2018
Last date of receipt of Queries on RFP	July 23, 2018
Clarifications by LSC	July 24, 2018
Last date of submission of Proposals	July 25, 2018
Proposal Presentations by bidders to LSC	July 27, 2018
Shortlisted Bidders - Presentation by LSC to Government of India	July 2018 (Based on the availability of Selection Committee)
Award of Contract by LSC	August 2018 (Based on the selection date)
Commencement of implementation of project	September 2018 (Specific Date will be announced at the time of award of contract)

Notes:

1. The project approving authority will be Govt. of India. Accordingly, dates furnished above are subject to due process of the Govt.
2. This Document is not transferable

1.4 Abbreviations:

NSDC	National Skills Development Corporation
SSC	Sector Skill Council
LSC	Logistics Sector Skill Council / Logistics Skill Council
QP	Qualification Pack
NOS	National Occupational Standards
RFP	Request for Proposal
PPP	Public-Private Partnership

SLA	Service Level Agreement
ERP	Enterprise Resource Planning

1.5 Definitions

LSC: Logistics Sector Skill Council (LSC) is a National Partnership Organization that brings together academia, industry, labour and the government to address human resource gaps in the logistics sector. LSC is responsible to fulfil Talent Needs for Quality and Quantity in Logistics Sector

NOS: National Occupational Standards (NOS) specify the standard of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding they need to meet that standard consistently. Essentially NOS are benchmarks of good practice

QP: Set of NOS comprises the QP with assessment criteria

Informatics: The science of processing data for storage and retrieval, information science

Logistics Informatics: The science of gathering and processing data, analysis, synthesizing and retrieving the data to suit the logistics process that encompasses the various sub-sectors of logistics

Integrated Logistics Informatics: The entire logistics process as would evolve in a multi-modal environment

ERP: Enterprise Resourcing Planning is a software which integrates the transactions / communications inter / intra departments within organization as well as external vendors / customers to track and trace the operational movements.

CoE: Centre of Excellence is an entity created within the National Skill Ecosystem with the primary objective of Training of Trainers. Spare capacity can be utilized for conducting Industry Paid Programmes and other Government Funded Programmes.

2.0 GENERAL INFORMATION

Logistics Skill Council (LSC) is a Registered Society with Logistics Industry, Academic and Associations as its members.

LSC invites service providers to submit the proposal for “**Developing Integrated Logistics Informatics Training Module for Logistics Sector**”. LSC, through this Request for Proposal (RFP), seeks to select a Knowledge Partner (referred as Bidder in the rest of the document) who can develop the required software with relevant experience and capabilities to develop the Logistics Informatics training package for all 12 sub-sectors scoped in the Logistics Sector and maintain information thereof. This Request for Proposal (RFP) contains the details regarding scope, eligibility for participation, evaluation methodology, project timelines, Terms & Conditions and other relevant details.

2.1 Introduction

2.1.1 Overview of NSDC

The National Skills Development Corporation (NSDC) has been instituted to address the compelling need to strategize and operationalise a world-class skill development solution pertinent to the Indian context, to effectively drive the speedy development of skills essential to sustain the country’s growing economy. NSDC is a first-of-its-kind Public-Private Partnership (PPP) model in India with a focus toward skill development.

The NSDC has to set up Industry Specific Sector Skill Councils with following functions: a) Identification of skill development needs including preparing a catalogue of types of skills, range and depth of skills to facilitate individuals to choose from them. b) Development of a sector skill development plan and maintain skill inventory c) Determining skills/competency standards and qualifications. d) Standardization of Affiliation and Accreditation process. e) Participation in Affiliation, Accreditation, Examination and Certification. f) Plan and execute Training of Trainers. g) Promotion of academies of excellence.

2.1.2 Introduction about Issuer

The mandate for LSC is to:

- Act as Industry Apex Body to develop catalogue of Logistics industry Occupations/Skills and related Occupational Standards
- Create the occupational map, Job roles (Qualification Packs & National Occupational Standards), Curriculum and Content.
- Map learning Objectives to the Competencies and Define Learning Modules
- Facilitate Capacity Building for Skills training and attract learners
- Accreditation and Affiliation of training providers as well as Assessment Partners
- Monitoring and implementation of Training Delivery
- Establish Subject Matter Expert Groups/ Committees, Sub-Committees and Centres of Excellence

- Set-up effective Labour Market Information / Intelligence System (LMIS)
- Facilitate Placement for LSC Certified Candidates

The purpose of establishing LSC is to ensure that the Logistics Sector is able to grow with skilled manpower, increase efficiency in logistics processes and thereby increase productivity and profitability and emerge as the voice of Logistics industry for Skill training in the Country. LSC will encourage the industry to employ skilled and certified manpower. In its endeavour to build capacity through Private Sector participation, LSC is expected to create a dynamic LMIS to keep track of the labour market skill gaps, frame Occupational Standards, facilitate development of practical and high quality training content, ensure adequate availability of faculty through Train The Trainer initiatives, build accreditation and certification mechanisms and encourage capacity building through private sector participation.

2.1.3 Purpose (What LSC is looking to achieve)

In order to build capacity for the Logistics sector and to provide skilled manpower with consistent standard of performance in carrying out a function in the workplace, it is necessary to define the standards together with the knowledge & understanding, skill and attitude to deliver competence which need to meet that Standards consistently. Technology plays a vital role in this. Keeping this in mind, with a view to prepare candidates for Industry 4.0. in the specific areas of processing data for logistics efficiency. It is in this endeavour that this proposal to create a Logistics Informatics training suite is being initiated which will be used for enhancing the understanding of the skills requirement and enable development of Standards in the Logistics industry. LSC will primarily use the Report of this Project in planning schemes and interventions for ensuring standards and building training capacity in this Sector.

The purpose of this RFP is to shortlist qualified agencies to research and develop an Online Content for Integrated Logistics Informatics for the multiple job roles that Logistics Executives would need to perform. The NSQF format need to be adhered in the Informatics modules which should be aligned with NOS developed for the Logistics industry. The objective of this document is to provide indicative information on the scope and objective of this assignment. The detailed scope of work, terms and conditions and parameters for selection of the bidding organization is also being provided in this document.

2.1.4 Background & Rationale for the Project

Logistics involves all activities related to movement, storage and distribution of goods from the Manufacturer to the End consumer through a chain of channel partners. The Logistics industry is growing rapidly every year. However, there is a huge deficit of skilled manpower trained on the present and future technology used in logistics because of which the productivities and efficiencies in the sector is low. This has serious economic and strategic implications for the country. NSDC has identified Logistics as one of the key sectors where planned skill development with consistent standards of performance is required to increase production, improve productivity as well as quality.

In this context, a proposal is being initiated for development of Online Content on Integrated Logistics Informatics for the multiple job roles that Logistics Executives would need to perform. Based on the results of this Project LSC will build strategies to boost the skill levels and professionalism in the Logistics industry by working closely with the private sector, universities and other institutions of learning so as to design programs to ensure that adequate trained and skilled manpower is available to the industry which can give consistent standards of performance.

2.1.5 Current Scenario

While the information on value chain activities and the generic roles are available, enough information is not available on the competencies and standards of performance required to perform the various roles involved with technology in the Logistics industry. Hence a thorough and granular assessment of competencies and performance standards required for future skilled human resource in Logistics sector is needed to provide a foundation for developing Online Content and Training programs. The results of this Project will:

- A. Facilitate planning for skill development in the sector as well as capacity-building in colleges/ITIs, Polytechnics and other government and private vocational training institutions so as to enhance the availability of skilled manpower with defined competencies and standards of performance.
- B. Encourage setting-up of need-based skill-oriented courses and training programs enabling students from any discipline to become eligible for various roles in the Logistics industry. Develop training centres on a 'Hub and Spoke' model for delivery of Integrated Logistics Informatics Training.

2.2 Objectives of the Project

Logistics sector is pervasive and services practically all sectors in the economy. Objective is to do the mapping of various activities related to technology and respective occupations involved in all 12 sub-sectors such as mentioned below:-

1. Warehousing - Packaging and Storage
2. Land Transportation - Vehicle coordination, Cargo consolidation, Commercial Vehicle Driver (Cargo)
3. Cold Chain Logistics Solutions - Cold Storages, Integrated Packaging Houses, Temp-controlled Chambers, Reefer / Container Transportation
4. Courier and Express Services
5. E Commerce - First Mile Collection, Cataloguing, Storage, Distribution and Last Mile delivery
6. Port Terminals, Inland Container Depots and Container Freight Stations - multiple types of Port Terminals- Commodity/ Containers etc; Container repair and Container Stuffing, Container Handling
7. Air Cargo Operations- On Landside Operations including Air Freight Stations and Air Cargo Terminals
8. EXIM Logistics - Freight Forwarding and Customs Clearance

9. Supply Chain Solutions- In Plant Logistics, Offshore Supply chain and Project Management
10. Liquid Logistics - Terminals Operations, Storage and transportation including Petroleum Oil and Lubricants through lorries and pipes
11. Inland Waterways, Shipping and Marine Services- Waterfront activity, Hinterland operations and Shore terminals
12. Rail Logistics- Loco Driver and Maintainer, Wagon Maintenance and Siding Maintenance

Develop the required information flow path which will provide a basic understanding and operational knowledge on linkage with intra / inter departmental logistics activities with all the above mentioned sub-sectors. This RFP is with regards to selection and appointment of a Service Provider/Proposer (referred as Bidder in the rest of the document) for development of Integrated Logistics Informatics Training Modules encompassing the information process flow for the 12 sub-sectors that LSC addresses.

3.0 STATEMENT OF WORK

3.1. Responsibilities of the Vendor

The scope of this project shall include but not necessarily be limited to the following tasks:

- 1) Assessment of current skill, knowledge/competencies required with standards of performance for logistics informatics in the Logistics sector.
- 2) Develop various scenarios (minimum 350 scenarios of various activities right from procurement till goods reaching the destination) which will enhance the user to plot the situation and requirement.
- 3) The developed training content should be more practical and at par with the industry practice which will address the future need.
- 4) The module should be an integrated one which will discourse the need of all 12 sub-sectors aligned to the storage, distribution and transportation right from manufacturer till the end user. The modules should be aligned with the QP/NOS developed by LSC in accordance with the NSQF.
- 5) Developed content should be user-friendly but at the same time in align with the nuances required to perform the required transaction

3.2 Project Deliverables and Timelines

S. No.	Activity	Not Later than
1	Submission of Concept note	
2	Secondary Research on the existing Integrated Logistics Informatics Training platforms used in the industry related to logistics transactions	
3	Primary interaction with the Employers as end users on the need and gaps identified	
4	Submission of various scenarios pertaining to all 12 sub-sectors in Storage, Distribution and Transportation	
5	Submission of architectural presentation of the Online Content on look and feel	

6	Development of training modules with mutually agreed requisites	
7	Run through and obtain industry validation with minimum of 3 large companies related to logistics / logistics enabled	
8	Incorporate the required changes	
9	Final submission of the developed software and implementation for pilot	
11	Develop and submit the Maintenance and Mitigation Plan	

4.0 PROJECT METHODOLOGY

Project Management and Progress Reporting

The methodologies to be used must follow formal management practice that will ensure that schedules, scope and costs are strictly adhered to and including a methodology to ensure that the LSC is informed on an ongoing basis regarding project slippage, progress/ performance reporting, change requests, and potential risks and issues, and a record of all industry stakeholders contacted or consulted. The relevant Subject Matter Experts should be consulted for the development of modules and scenarios. SME should enter into MoU for their work with the vendor for the development of this project and represent at the time of requirement.

5.1 INSTRUCTIONS TO THE BIDDERS

5.1 Required Qualifications Competencies and Eligibility of the Bidder

- The vendor should have demonstrated project management capacity with team members who possess excellent relevant qualifications and experience
- Should have logistics domain knowledge resident in it (i.e.)
 - ✓ Warehousing
 - ✓ Transportation
 - ✓ Maritime Logistics
 - ✓ Freight Forwarding
 - ✓ Air Cargo Storage and Dispatch
 - ✓ Courier and Express
 - ✓ Multimodal Transport Procedure
 - ✓ Management of Special Category of Cargo such as Dangerous / Hazardous Goods and other Liquid Cargo
- Must have provided Logistics Technology Solution in the above incorporating Integrated Logistics Informatics Modules

- Ability to interact and facilitate communication between partners and industry members across all 12 sub-sectors and understand causal relationships between the various intermediaries and results.
- There would be a requirement to work in a participatory mode with selected team from LSC to make the project successful. This may require extensive stay and travel within India.
- Allocation of Single Point of Contact throughout the project is mandatory with dedicated resources
- Any legal entity duly incorporated in India or abroad can participate in the bidding process.
- Understanding and exposure to Skilling Ecosystem especially for Logistics in India.
- LSC reserves the right to carry out the capability assessment of the Proposer and the decision of the LSC shall be final in this regard. Acceptance certificate towards this clause must be submitted

5.2 Completeness of Response

- I. Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- II. The response to this RFP should be full and complete in all respects. Failure to furnish all information required by the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the Bidder's risk and may result in rejection of its Proposal.

5.3 Proposal Preparation Costs

- I. The bidder is responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by LSC to facilitate the evaluation process, and in negotiating a definitive Contract or all such activities related to the bid process. LSC will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
- II. This RFP does not commit LSC to award a contract or to engage in negotiations. Further, no reimbursable cost may be incurred in anticipation of award or for preparing this bid.
- III. All materials submitted by the bidder become the property of LSC and may be returned completely at its sole discretion.

5.4 Signing of Communication to the LSC

All the communication to LSC including the proposal and the bid documents shall be initialled on each page by the authorized representative of the bidder and authority letter/power of attorney should be attached with the bid.

5.5 Bidders' inquiries and LSC's responses

- I. All enquiries / clarifications from the bidders related to this RFP, must be directed in writing exclusively to the contact person notified in this RFP document.
- II. The preferred mode of delivering written questions to the aforementioned contact person would be through post or email. Telephone calls will not be accepted. In no event will the LSC be responsible for ensuring that bidders' inquiries have been received by LSC.
- III. After distribution of the RFP, the contact person notified by LSC will begin accepting written questions from the bidders. LSC will endeavour to provide a full, complete, accurate, and timely response to all questions. However, LSC makes no representation or warranty as to the completeness or accuracy of any response, nor does LSC undertake to answer all the queries that have been posed by the bidders. The responses to the queries from all bidders will be distributed to all.

5.6 Submission of Responses to LSC

- 1) The bidders should submit their responses as per details given in this document (Ref. Clause 7.2) in 3 printed copies of each duly initialled on each page and on a non-rewritable CD as a single file in PDF format media in a separate sealed envelope.
- 2) The Bid would be in two parts :
 - I. Technical Proposal
 - II. Financial Bid
- 3) The CD/ DVD must be duly signed using a permanent Pen/Marker and should bear the name of the bidder.
- 4) The original proposal shall be prepared/ printed in indelible ink. It shall contain no inter-lineation or overwriting, except as necessary to correct errors made by the bidder itself.
- 5) Any such corrections must be initialled by the person (or persons) who sign(s) the proposals.
- 6) All pages of the proposal must be sequentially numbered and shall be initialled by the Authorized Representative of the bidder.
- 7) The technical part of the Proposal should not contain any pricing information whatsoever on the services offered. Pricing information shall be separated and only contained in the Financial Bid.
- 8) All references to descriptive material and brochures should be included in the appropriate response paragraph, though material/documents themselves may be provided as annexure to the Proposal/response.
- 9) Information which the Bidder considers proprietary, if any, should be clearly marked "proprietary" next to the relevant part of the text and it will then be treated as such accordingly.

5.7 Proposal submission Format

The entire proposal shall be strictly as per the format specified in this RFP and any deviation from the formats shall be rejected.

5.8 Venue and Deadline for submission

- I. Proposals must be received at the address specified below by 1600 hours on July 25, 2018 by the authorized representative mentioned in the document.
- II. Any proposal received by the LSC after the above deadline shall be rejected and returned unopened to the Bidder.
- III. The bids submitted by telex/telegram/ fax/e-mail etc. shall not be considered. No correspondence will be entertained on this matter.
- IV. LSC shall not be responsible for any postal delay or non-receipt/ non-delivery of the documents. No further correspondence on the subject will be entertained.
- V. LSC reserves the right to modify and amend any of the above-stipulated condition/criterion depending upon project priorities vis-à-vis urgent commitments.

6.0 RIGHTS OF LSC

6.1 Amendment of LSC Document

- I. At any time prior to the last date for receipt of bids, LSC may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by an amendment.
- II. The amendment will be intimated to all proposers who confirm their intention to participate, by email.
- III. In order to afford prospective Bidders reasonable time in which to take the amendment into account in preparing their bids, LSC may, at its discretion, extend the last date for the receipt of Bids.
- IV. The bidders are allowed to resubmit their bid- if required, after such amendments.

6.2 Supplemental information to the RFP

If LSC deems it appropriate to revise any part of this RFP or to issue additional data to clarify an interpretation of provisions of this RFP, it may issue supplements to this RFP. Any such corrigendum shall be deemed to be incorporated by this reference into this RFP.

6.3 LSC's right to modify submission deadline

LSC may, in exceptional circumstances and at its discretion, extend the deadline for submission of proposals by issuing a corrigendum through email to all confirmed proposers, in which case all rights and obligations of the project and the bidders previously subject to the original deadline will thereafter be subject to the deadline as extended.

6.4 LSC's right to terminate the process

- I. LSC may terminate the RFP process at any time and without assigning any reason. LSC makes no commitments, express or implied, that this process will result in a business transaction with anyone.

- II. This RFP does not constitute an offer by LSC. The bidder's participation in this process may result in LSC short listing the bidder and awarding the contract.

6.5 LSC Rights to accept / Reject any or all Proposals

LSC reserves the right to accept or reject any proposal, and to annul the short listing process and reject all responses at any time without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected bidder or bidders of the grounds for LSC's action

6.6 Shortlisting Criteria

- 1) LSC will shortlist bidding organisations that meet the short listing criteria mentioned in the RFP - Ref. Clause 5.1.
- 2) Any attempt by a Bidder to influence its bid evaluation process may result in the rejection of the Bidder's Bid.

7.0 GENERAL INSTRUCTIONS FOR PROPOSAL SUBMISSION

7.1 Preparation of Proposals

7.1.1 Mandatory Proposal Requirements

All proposals submitted must meet the following mandatory requirements in order to be considered and suitable for further evaluation

- I. Completed **Form II** detailing Proposer's Profile (Ref. Annexure)
- II. Permanent Account Number (PAN) of Proposer/each consortium member should be available from Income Tax authorities
- III. The bidder's legal name and any other name under which it carries on business as well as its business number, and whether the bidder is an individual or incorporated entity
- IV. The bidder's contact information including address, telephone and fax numbers, and email address
- V. Use of a sub-contractor is acceptable however sub-contractors should be clearly identified in the proposal. In the event of a joint submission by two vendors having no formal corporate linkage, the proposal should clearly state that one of the vendors would take overall responsibility for successful contract performance.

7.2 Proposal Content Guidelines

In order to facilitate the evaluation by the LSC evaluation committee and to ensure each proposal receives full consideration, proposals should be accompanied by the documents as listed below. The proposals may be organized in a format at the discretion of the Proposer:

1. **Proposal Submission Letter along with the following**
 - I. Table of Contents

- II. Executive Summary
- III. Vendor Profile – Use **Form II**
- IV. The Proposer needs to follow the terms and conditions envisaged in the RFP and should submit an undertaking to the said effect as per the format in **FORM I**.
- V. Proposals, to be considered responsive, must also contain the following certification:
“We certify that all statements made with regard to the education and the experience of individuals proposed for completing the subject work are accurate and factual, and we are aware that the LSC reserves the right to verify any information provided in this regard and that untrue statements may result in the proposal being declared non-responsive or in other action which the LSC may consider appropriate.”

2. **Technical Proposal which includes**

- I. Approach Paper with details on methodology (ref. Clause 7.3)
- II. Tasks with timelines (ref. clause 3.1)
- III. Deliverables of Interim Report
- IV. Deliverables of Final Report
- V. Activity wise man-hours proposed

The Proposer’s proposal should effectively communicate their solution in their Approach Paper and be presented in the specified formats for LSC to assess alternatives.

3. **Financial Bid**

The Schedule of Prices should be presented and mentioned as per **FORM III. Ref. Clause 7.4 for details for preparing Financial Bid.**

7.3 **Proposed methodology**

Proposed Methodology

This section should demonstrate the Bidder’s responsiveness to the specification by identifying the specific components proposed and addressing the requirements, to meet or exceed the specifications.

The description below briefly describes the proposed methodology. The selected vendor may suggest changes/ additions/ modification for more effective achievement of the objective by:

- A.** Referring to the existing ERP software which are used by the logistics / logistics enabled employers in the market.
- B.** Sampling of companies representing the identified industry verticals based on pre-defined criteria.
- C.** Discussions with Industry stakeholders and referring to the technology used and identifying the existing practice and missing links

- D.** Development of various Scenarios pertaining to the relevant logistics transactions with inter / intra departmental operations
- F.** Chalk out the implementation and maintenance plan with the cost
- G.** Development of Online Logistics Integrated ERP with the following characteristics:
 - i. Clear, concise and user-friendly, in unambiguous language
 - ii. Flexible to accommodate changes in future so it has to be dynamic and not static
 - iii. Self-sufficient with minimum cross references
- H.** Benchmarking the existing practices with the newly developed ERP within India as well as with the country practises

7.4 Financial Bid

The Bidder shall indicate the prices of services it proposes to supply under the contract. The Price quoted will be on **Complete Module with Recommended Scenarios, Implementation and Support Cost per annum**. Therefore, the modules being developed by the VENDOR should be clearly spelt out and should not be generic.

All costs shall be inclusive of all taxes, duties, charges and levies of State or Central Governments, as applicable, at the date of signing the Agreement and subject to deduction of all statutory deductions applicable, if any, in nut shell the cost for development and Implementation along with Support Cost will be separate put together which will be the net amount. The benefits realized by Bidder due to lower rates of taxes, duties, charges and levies shall be passed on by Bidder to LSC. In case of upward revision to duties and taxes the Bidder will be responsible to incur the additional cost. The Bidder has to include all costs like Travel, Lodging & Boarding, Local Travel expenses, etc incurred during the implementation and LSC will not bear any additional costs on these.

Terms of payment indicated in the RFP shall be final and binding on the Bidder and no alternate terms and conditions proposed in the Proposal shall be considered. The Bidder must also furnish separately in the financial bid the recurring / revenue expenditure, if any.

7.5 Language of the proposal

The Proposals prepared by the Bidder and all correspondence and documents relating to the Proposal exchanged by the Bidder shall be written in the English.

7.6 Proposal currencies

All prices shall be quoted in Indian Rupees (INR)

7.7 Period of validity of proposals

Proposals shall remain valid for **One Hundred and Twenty (120) days** after the date of Proposal submission prescribed by the LSC, pursuant to the deadline clause. A Proposal valid for a shorter period may be rejected by the LSC on the grounds that it is non-responsive. In exceptional circumstances, LSC may solicit the Bidder's consent to an extension of the period of validity. The

request and the responses thereto shall be made in writing. A Bidder granting the request will not be required nor permitted to modify its Proposal.

7.8 Format, signing and submission of proposals

The Bidder shall prepare the proposal as defined in the Clause 7.2 above. Each page of proposal must be initialled by the person authorized to sign the document and the proposal must be submitted strictly as per the timeline defined in clause 1.3 and 7.10.

7.9 Sealing and marking of proposals

The Bidder shall seal the Proposal in one outer and two inner envelopes, as detailed below.

(a) The outer envelope shall be addressed to –

Capt. T.S. Ramanujam

CEO

LOGISTICS SECTOR SKILL COUNCIL

'Temple Towers',

No. 476, Ground Floor,

Nandanam,

Chennai- 600113.

ramanujam@lsc-india.com

Ph:- 99405 92897

Marked Clearly

Proposal – “Developing Training Platform for Integrated Logistics Informatics Training

Solutions for all 12 sub-sectors for Logistics Sector”. - Ref. No. LSC/RFP/05

- (a) Both inner envelopes shall indicate the name and address of the Bidder.
- (b) The first inner envelope shall contain the technical information with 2 hard copies duly marked “Original” and “Copy” and one soft copy (Ref. Clause 5.7 for details)
- (c) The second inner envelope shall include 2 copies of the Financial Bid duly marked “Original” and “Copy”.
- (d) The hardcopies of the Technical proposal and Financial Bid should be in separate sealed envelopes, clearly marked as “Response to RFP for Development of NOS” (Technical proposal or Financial Bid – as the case maybe) : Ref. No. LSC/RFP/05” from << Bidder Name and address>>” in an inner envelope.
- (e) The inner envelopes of the proposal shall be sealed in an outer envelope marked "Proposal –Development of National Occupational Standards (NOS)" for LSC
- (f) The outer envelope shall indicate the name and address of the bidder to enable the proposal to be returned unopened in case it is declared "late." Both inner and outer envelopes shall be addressed to LSC at the address specified in this section.

7.10 Deadline for submission of proposals

Proposals must be received by the LSC at the address specified **no later than 20th June 2018, 14.00 hrs**, IST. LSC may, at its own discretion extend this deadline for the submission of Proposals by amending the solicitation documents in accordance with clause Amendments of Solicitation Documents, in which case all rights and obligations of the LSC and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

7.11 Late Proposals

Any Proposal received by LSC after the deadline for submission of proposals, pursuant to clause Deadline for the submission of proposals, will be rejected.

7.12 Modification and withdrawal of Proposals

The Bidder may withdraw its Proposal after the Proposal's submission, provided that written notice of the withdrawal is received by the LSC prior to the deadline prescribed for submission of Proposals. The Bidder's withdrawal notice shall be prepared, sealed, marked, and dispatched in accordance with the provisions of clause Deadline for Submission of Proposals. The withdrawal notice may also be sent by mail but followed by a signed confirmation copy. No Proposal may be modified subsequent to the deadline for submission of proposals. No Proposal may be withdrawn in the Interval between the deadline for submission of proposals and the expiration of the period of proposal validity specified by the Bidder on the Proposal Submission Form.

7.13 Payment Terms and Conditions

The terms and conditions of payment will be decided by the Government of India and the same will be intimated to the selected vendor.

8.0 PROPOSAL OPENING AND EVALUATION

8.1 Presentation by Bidders & Opening of the Bid

Each bidder could be required to make a presentation to LSC.

8.2 Evaluation Process

1. LSC shall evaluate the responses to the RFP and all supporting documents / documentary evidence. Inability to submit requisite supporting documents / documentary evidence shall be rejected.
2. LSC decision on the evaluation of responses to the Expression of Interest shall be final. No correspondence will be entertained outside the process of negotiation/ discussion with the Committee.
3. Each of the responses shall be evaluated to validate compliance of the bidders according to the following criteria as per format and supporting documents mentioned against each clause.

8.3 Clarification of proposals

- To assist in the examination, evaluation and comparison of Proposals, LSC may at its discretion, ask the Bidder for clarification of its Proposal.
- LSC will examine the Proposals to determine whether they are complete, whether any computational errors have been made, whether the documents have been properly signed, and whether the Proposals are generally in order.
- Arithmetical errors will be rectified on the following basis: If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If the Bidder does not accept the correction of errors, its Proposal will be rejected.
- Prior to the detailed evaluation, LSC will determine the substantial responsiveness of each Proposal to the Request for Proposals (RFP). For purposes of these Clauses, a substantially responsive Proposal is one which conforms to all the terms and conditions of the RFP without material deviations. LSC's determination of a Proposal's responsiveness is based on the contents of the Proposal itself without recourse to extrinsic evidence.
- A Proposal determined as not substantially responsive will be rejected by LSC and may not subsequently be made responsive by the Bidder by correction of the non-conformity.

8.4 Evaluation and comparison of proposals

Evaluation of Bid

- A two-stage procedure will be utilised in evaluating the bids, with evaluation of the Technical proposal being completed prior to any commercial bid being opened and compared. The commercial bid of the Proposers will be opened only for submissions that passed the minimum technical score of 70% of the obtainable score of 100 points in the evaluation of the technical proposal. The Technical proposal will be evaluated on the basis of its meeting the Evaluation parameters in the Table given below in **“Evaluation Criteria for Technical Proposal”**

- In the Second Stage, the commercial bid of all contractors, who have attained 70 % of the Technical Proposal evaluation criteria will be opened and compared.
- The contract will be awarded to the Proposer who scores highest marks aggregated for technical and financial bid (70% weightage to Technical proposal and 30% to financial bid).

Financial Evaluation:

All financial bids shall be graded on a scale of 1-30 with the lowest financial bidder getting the highest mark. Evaluation of the financial bid is to be done considering that the lowest bidder has got 30 marks. The marks for the other bidders are to be calculated proportionately as depicted in the following example.

Example: If three bids of amount x, y and z have been received, and x is the lowest bid, then x is to be given 30 marks. The marks to be given to other bidders will be as follows:
 Marks of y = $30x/y$; Marks of z = $30x/z$

Evaluation Criteria for the Technical Proposal:

S. No.	Evaluation Criteria	Definition	Point Score
1.	Capability and Technical ability	Understanding of the project and knowledge of issues relating to the development of Logistics Integrated Logistics Informatics Training Solutions - exposure to sub-sectors like warehousing, transportation, contained yard management, freight forwarding, air cargo storage and dispatch, courier and express, multimodal transport procedures, management of special category of cargos such as dangerous / hazardous goods and other liquid cargo and ability to meet the project objectives.	25
2.	Regional/Field Presence	Span of spread of Operations, of the Organisation across States/ Regions	5
3.	Methodology of Execution	Description of the project management methodology work plan describing processes, key activities, approach to the research, consultation, and development process, detailed work breakdown structure, understanding of major deliverables and control systems to be used to efficiently manage the project	10

4	Timelines for Execution	Capacity to achieve milestones and complete the project timelines as defined in the RFP	15
5.	Prior Experience of having Worked in the Logistics Sector	Preference to be given for Logistics sector work	10
6.	Experience on work related to development and maintenance Logistics Integrated ERP	Prior experience of developing NOS / QP for LSC	20
7.	Profile of the Consultants/ Senior people managing the project at the Regional or Zonal level and Single Point of Contact with dedicated resources	Minimum 5 senior level person including the Head of Department (should preferably have the Logistics industry experience)	15
TOTAL POINTS			100

The total score shall be obtained by adding the technical and financial scores and the bidder having the highest score will be selected.

The contract will be awarded to the Contractor based on the assessment of the Proposal Evaluation Committee of the LSC. The decisions of the Evaluation Committee in the evaluation of proposals shall be final. No correspondence will be entertained outside the process of negotiation / discussion with the Committee.

9.0 AWARD OF CONTRACT

9.1 Criteria for award of contract

LSC reserves the right to accept or reject any Proposal, and to annul the solicitation process and reject all Proposals at any time prior to award of contract, without thereby incurring any liability to the affected Bidder or any obligation to inform the affected Bidder(s) of the grounds for the LSC's action. Prior to expiration of the period of proposal validity, the LSC will award the contract to the qualified Bidder whose Proposal after being evaluated is considered to be the most responsive to the needs of the organisation and activity concerned.

9.2 LSC's right to vary requirements at time of award

LSC reserves the right at the time of award of contract to vary the quantity of services and goods specified in the RFP without any change in price or other terms and conditions.

9.3 Service Level Agreements (SLA's)

The Contract would clearly mention the SLA' for all milestones with defined tasks and timelines.

9.3.1 Service Level Default

The Bidders performance to Service Levels will be assessed as per agreed Service Level Agreements (SLAs). Default will occur if Bidder fails to meet the target service levels, as measured on a monthly basis, for a particular Service Level.

9.3.2 Penalty computation

All delays, failures to adhere to the SLAs will attract a financial penalty. This will be mutually decided by the selected bidder and LSC while signing the contract

9.4 Signing of the contract

Within 3 days of receipt of the contract the successful Bidder shall sign and date the contract and return it to the Purchaser.

The LSC reserves the right to:

- Reject any or all proposals received
- Enter into negotiations with one or more applicant on any aspects of the proposal
- Accept any proposal in whole or in part
- Award or negotiate one or more consultancy agreements
- Verify any or all information provided in the proposal

The selected vendor will be notified in writing by LSC. As noted earlier in this document, this date is subject to change at the sole discretion of the LSC.

9.5 Contract Finalization

The contract to be entered into between the selected vendor and LSC will be finalized with the vendor by the LSC and will contain LSC standard terms and conditions. If, in the opinion of the LSC, it appears that a contract will not be finalized with the selected vendor within three (3) days, negotiations with other vendors submitting responsive proposals may be undertaken.

9.6 Order of Precedence

LSC being the Major Stakeholder, the assigned employees shall manage proposals, funds, access monitoring & analytic information and generate reports and maintain data on the following:

- Manage Proposal details
- Fund Approval
- Fund Disbursement
- Compliance tracking and monitoring

- View canned reports and documents
- Generate Reports
- Ad-hoc querying

10.0 Force Majeure: Other changes in Conditions

Force majeure, as used in this Article, means acts of God, war (whether declared or not), invasion, revolution, insurrection, or other acts of a similar nature or force which are beyond the control of the Parties.

In the event of and as soon as possible after the occurrence of any cause constituting force majeure, the Contractor shall give notice and full particulars in writing to LSC, of such occurrence or change if the Contractor is thereby rendered unable, wholly or in part, to perform its obligations and meet its responsibilities under this Contract. The Contractor shall also notify LSC of any other changes in conditions or the occurrence of any event which interferes or threatens to interfere with its performance of this Contract. The notice shall include steps proposed by the Contractor to be taken including any reasonable alternative means for performance that is not prevented by force majeure. On receipt of the notice required under this Article, LSC shall take such action as, in its sole discretion, it considers to be appropriate or necessary in the circumstances, including the granting to the Contractor of a reasonable extension of time in which to perform its obligations under this Contract.

If the Contractor is rendered permanently unable, wholly, or in part, by reason of force majeure to perform its obligations and meet its responsibilities under this Contract, LSC shall have the right to suspend or terminate this Contract as mentioned below.

10.1 Termination

- LSC may terminate this Contract for cause, in whole or in part, upon 15 days' notice, in writing. The initiation of arbitral proceedings in accordance with para given below on "Settlement of Disputes" below shall not be deemed a termination of this Contract.
- LSC reserves the right to terminate without cause this Contract at any time upon 15 days prior written notice to the Contractor, in which case LSC shall reimburse the Contractor for all reasonable costs incurred by the Contractor prior to receipt of the notice of termination. In such a case, the contractor will have to pay the entire amount dispersed by LSC within 15 days of receiving the notice.
- Should the Contractor be adjudged bankrupt, or be liquidated or become insolvent, or should the Contractor make an assignment for the benefit of its creditors, or should a Receiver be appointed on account of the insolvency of the Contractor, LSC may, without prejudice to any

other right or remedy it may have, terminate this Contract forthwith. The Contractor shall immediately inform LSC of the occurrence of any of the above events.

10.2 Settlement of disputes

10.2.1 Amicable Settlement

The Parties shall use their best efforts to settle amicably any dispute, controversy or claim arising out of, or relating to this Contract or the breach, termination or invalidity thereof. Where the parties wish to seek such an amicable settlement through conciliation, the conciliation shall take place in accordance with the LSC's Conciliation Rules then obtaining, or according to such other procedure as may be agreed between the parties.

10.2.2 Arbitration

Unless, any such dispute, controversy or claim between the Parties arising out of or relating to this Contract or the breach, termination or invalidity thereof is settled amicably under the preceding paragraph of this Article within sixty (60) days after receipt by one Party of the other Party's request for such amicable settlement, such dispute, controversy or claim shall be referred by either Party to arbitration in accordance with the LSC's Arbitration Rules then obtaining, including its provisions on applicable law. The arbitral tribunal shall have no authority to award punitive damages. The Parties shall be bound by any arbitration award rendered as a result of such arbitration as the final adjudication of any such controversy, claim or dispute.

10.3 Observance of Law

The Contractor shall comply with all laws, ordinances, rules, and regulations bearing upon the performance of its obligations under the terms of this Contract.

10.4 Authority to Modify

No modification or change in this Contract, no waiver of any of its provisions or any additional contractual relationship of any kind with the Contractor shall be valid and enforceable against LSC unless provided by an amendment to this Contract signed by the authorized official of LSC.

10.5 Reporting: The consultants shall operate from own offices and based at the focus district for the purposes of the related field works this task. However, he/she will attend briefing meetings at LSC.

ANNEXURES

FORM - I

(RFP for Developing Integrated Logistics Informatics Training Module for Logistics Sector for LSC)

PROPOSER'S UNDERTAKING LETTER (to be on Proposer's letterhead)

To:

Capt. T. S. Ramanujam

CEO

Logistics Skill Council

'Temple Towers',

No. 476, Ground Floor,

Nandanam,

Chennai- 600113.

ramanujam@lsc-india.com

Ph:- 99405 92897.

Dear Sir/Madam,

We, the undersigned, as Proposer, having examined the complete RFP document (along with its annexure, forms etc), do hereby offer to **Developing Integrated Logistics Informatics Training Module for Logistics Sector for use by LSC** in full conformity of your requirements as elaborated in above said RFP for the amounts mentioned by us in the Financial bid or such other sums as may be agreed to between us.

We hereby agree to all the terms and conditions stipulated in the RFP and submit herewith our proposal for the said Project.

Yours faithfully,

(Authorised Signatory)

In the capacity of _____

Duly authorized to sign the proposal for and on behalf of Principal Proposer.

FORM –II

PROPOSERS' PROFILE

To:

Capt. T. S. Ramanujam
CEO
Logistics Skill Council
 'Temple Towers',
 No. 476, Ground Floor,
 Nandanam,
 Chennai- 600113.
ramanujam@lsc-india.com
 Ph:- 99405 92897

Dear Sir/Madam,

Sub: Your RFP for “Developing Integrated Logistics Informatics Training Module for Logistics Sector” to Logistics Industry

With reference to the above RFP, having examined and understood the instructions, terms and conditions forming part of the RFP, we hereby enclose our offer. We also hereunder submit the required information:

LSC's requirements	Proposer response
Year of establishment of the Company	Mention date of establishment and enclose proof
Names and background of main promoters	Give details
Nature of business	Specify
Net Worth as of the last financial Year (specify year) of the Proposer / Group as applicable.	Mention figures in Rs. in lac and enclose supporting audited financial statements
Profits for the last Financial Year for the proposer/ group, as applicable	
Turnover for the last Financial Year for the proposer/ group, as applicable	

We understand that LSC is not bound to accept the offer and that LSC has the right to reject the offer without assigning any reasons whatsoever.

Yours faithfully,

Authorised Signatory of Proposer
 (Name & Designation, seal of the firm)

FORM III
Financial Bid

To:

Date

Capt. T. S. Ramanujam
CEO
Logistics Skill Council
'Temple Towers',
No. 476, Ground Floor,
Nandanam,
Chennai- 600113.
ramanujam@lsc-india.com
Ph:- 99405 92897

Dear Sir/Madam,

Reg: **Your RFP for “Developing Integrated Logistics Informatics Training Module for Logistics Sector”**

Having examined the proposal Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to **Developing Integrated Logistics Informatics Training Module for Logistics Sector for use by LSC** in conformity with the said proposal documents for the sum of(Rs.)

We undertake, if our proposal is accepted, to deliver in accordance with the delivery schedule specified in the RFP. Until a formal contract is prepared and executed, this proposal, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely “Prevention of Corruption Act 1988”.

We understand that you are not bound to accept the lowest or any proposal you may receive.
Dated this..... Day of.....2018.

(Signature)

(Name) (in the capacity of)

Duly authorized to sign proposal for and on behalf of the Proposer.

Schedule of prices (Financial Bid)(**Format at discretion of Proposer**)